

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 28 - Senior Advocacy Services

From: 07/01/2010 To: 06/01/2011

Public and Media Data Report

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Type of Activity					
Interactive Presentations to Public in Person					
Total Number of Events	10	9	5	4	28
Estimated Number of Attendees	229	220	286	65	800
Estimated Number of Persons Provided Enrollment Assistance	0	0	5	0	5
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	0	1	1	0	2
Estimated Number of Attendees	0	55	30	0	85
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Mobile InfoVan Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	0	2	0	0	2
Estimated Number of Attendees	0	29	0	0	29
Estimated Number of Persons Received Any Enrollment Assistance	0	0	0	0	0
Enrollment Assistance with Medicare Programs(s)	0	0	0	0	0
Enrollment Assistance with Part D	0	0	0	0	0
Enrollment Assistance with LIS	0	0	0	0	0
Enrollment Assistance MSP	0	0	0	0	0
Enrollment Assistance with Other Medicare Program	0	0	0	0	0
Radio Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	1	1
Estimated Number of Attendees	0	0	0	200	200
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	0	0	0	0	0
Estimated Number of Persons Reached	0	0	0	0	0

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Other Print Activity (newspaper articles, fliers, phamplets, etc.)					
Total Number of Print Activities	0	0	0	0	0
Estimated Number of Targeted Persons Reached	0	0	0	0	0
Presenters					
HICAP Paid Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
HICAP In-Kind Paid Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
HICAP Volunteer Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Other Presenters					
Total Presenters	10	12	6	5	33
Total Hours for Length of Activities	42.30	48.20	9.50	18.20	118.20
Area of Focus					
Dual Eligible with Mental Illness	8	9	6	4	1
Employer Termination - COBRA	0	0	1	0	0
General HICAP Information	0	0	0	0	0
Grievances / Appeals - Plan Issues	9	12	6	5	32
Long-Term Care / Insurance	2	2	0	1	5
Low Income Subsidy (LIS) / Application Assistance	2	1	1	2	6
Medicare (Parts A & B)	7	9	5	3	24
Medicare Advantage (Part C)	10	12	6	5	33
Medicare Fraud / Abuse	10	11	6	5	32
Medicare Prescription Drug Coverage (Part D)	1	4	5	4	14
Medigap / Medicare Supplements	9	12	6	5	32
Non-Medicare Fraud/Abuse	9	9	6	5	29
Other Topics / Issues (Health Specific)	0	1	0	0	1
	5	7	4	5	21

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	1	0	1
Preventive Care Benefits	6	3	4	3	16
QMB/SLMB/QI	8	7	5	2	22
Volunteer Recruitment	0	0	1	1	2
Targeted Audience					
African American	5	4	5	3	17
American Indian or Naitave Alaskan	0	0	2	0	2
Asian Indian	0	0	2	0	2
Caucasian	9	12	6	5	32
Chinese	0	0	4	1	5
Disabled	3	4	6	3	16
Dual Eligible Groups	0	0	1	2	3
Employer Related Groups	5	5	0	0	10
Family Member/Caregiver of Beneficiary	1	3	6	1	11
Filipino	0	0	3	0	3
Guamanian or Chamorro	0	0	0	0	0
Hispanic / Latino	0	3	4	0	7
Hmong	0	0	2	0	2
Japanese	0	0	2	0	2
Korean	0	0	1	0	1
Low Income	4	6	5	3	18
Medicare Beneficiaries	8	9	6	2	25
Medicare Pre-Enrollees	0	0	4	2	6
Mental Health	0	0	2	0	2
Mental Health Professionals	0	0	5	0	5
Native Hawaiian	0	0	0	0	0
Other	0	0	0	0	0
Other Asian	5	6	5	2	18
Other Pacific Islander	0	0	0	0	0
Partnership Outreach	0	0	2	0	2
Presentations to Groups in Language Other than English	1	0	2	0	3
Rural	0	1	3	1	5
Samoan	0	0	0	0	0
Socail Work Professionals	0	0	4	3	7
Some Other Race or Ethnicity	0	0	1	0	1
Vietnamese	0	0	2	0	2

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	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Web Site Hits					
Total Web Hits to Local HICAP Web Site	0	0	0	0	0
Literature from Events					
General HICAP Brochure	180	311	361	58	910
"Taking Care of Tomorrow"	0	0	0	0	0
Other Publications (Created by or on Behalf of Local HICAP)	493	682	746	185	2,106
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	3	0	1	0	4

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Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
SECTION 1 - Client Contacts					
Total Clients Counseled (unduplicated)	295	475	249	126	1,145
Total Finalized Intakes	89	121	79	40	329
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	33	26	16	4	79
Aging into Medicare Postacd - CDA HICAP	0	0	0	0	0
CDA HICAP	0	0	6	2	8
CHA	0	0	0	0	0
CMS/Medicare	2	8	5	5	20
Friend/Relative	6	9	10	3	28
InfoVan	0	0	0	0	0
Internet	1	2	0	1	4
Mailings	0	0	1	0	1
Media	3	1	1	1	6
Other	33	49	29	17	128
Presentations	0	8	3	3	14
Previous Contacts	0	0	3	3	6
State Website	0	0	0	0	0
Missing/Not Collected	11	18	5	1	35
Mode of Client Contact					
Quick Call Contacts	256	474	218	102	1,050
Contacts by Telephone	62	62	43	13	180
Contacts In Person at home	1	5	0	0	6
Contacts In Person at site	47	70	51	30	198
Contacts by E-Mail	36	29	6	0	71
Contacts by Mail/Fax	0	0	14	2	16
Total Number of Client Contacts:	402	640	332	147	1,521
Contact Status Types					
General info	0	0	26	22	48
Detailed Assistance	0	0	56	25	81
Problem Solving/Resolution	0	0	8	5	13
Total Counseling Time Spent by Counselor Type					
Program Manager	7.40	8.30	4.00	3.00	22.70
Volunteer	0.00	0.00	0.00	0.00	0.00
Paid	0.00	0.00	0.00	0.00	0.00
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	3	1	3	2	9
Race					
African American/Black	5	2	5	0	12

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Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	0	0	0	0	0
Caucasian/White	69	92	68	35	264
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	0	0	0	0
Samoan	0	0	0	0	0
Asian Indian	0	0	0	0	0
Chinese	0	1	0	0	1
Filipino	0	0	1	1	2
Japanese	0	0	0	1	1
Hmong	0	0	0	0	0
Korean	0	1	0	0	1
Vietnamese	0	0	0	0	0
Other Pacific Islander	0	1	0	0	1
Other Asian	0	0	0	0	0
Two or More Race	0	0	0	0	0
Some Other race	1	0	2	1	4
Not Collected	14	24	3	2	43
Gender					
Female	47	57	51	22	177
Male	26	51	25	14	116
Not Collected	16	13	3	4	36
Monthly Income					
Less than 150% of FPL	23	24	26	9	82
Equal To/Greater than 150% of FPL	47	68	44	28	187
Not collected	19	29	9	3	60
Client Asset Limits					
Below LIS Asset limit	0	0	1	1	2
At or Above LIS Asset Limit	0	0	0	0	0
Not Collected	89	121	78	39	327

From: 07/01/2010 To: 06/01/2011

Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Total Clients that Checked Yes as Being					
Veteran	7	5	6	1	19
Limited English Proficient (LEP)	2	2	0	1	5
Dual Eligible	13	12	17	2	44
Medicare Status Due to Disability	13	20	12	4	49
Dual Eligible due to Mental Disability	0	0	0	1	1
Applying/Receiving Social Security/Medicare Disability	0	0	10	2	12
Age					
Under 60	10	13	13	6	42
60-64	6	8	12	9	35
65-74	28	35	28	12	103
75-84	14	21	15	4	54
85+	8	11	9	5	33
Not Collected	23	33	2	4	62
Marital Status					
Married	33	42	31	9	115
Never Married	8	10	9	5	32
Separated	0	1	1	0	2
Divorced	13	14	10	10	47
Widowed	18	15	11	8	52
Domestic Partner	0	1	0	0	1
Not Collected	17	38	17	8	80
Estimated Financial Saving					
Clients with Financial Savings	8	6	0	1	15
Estimated Dollars Saved	\$26,100.00	\$7,446.20	\$0.00	\$1,200.00	\$34,746.20

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	Topics/Needs Discussed				TOTAL
	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	
Medicare Parts A&B (Original Medicare)					
Enrollment/Eligibility/Screening	37	46	51	22	156
Benefit Comparisons/Explanation/Coverge Changes	34	44	44	20	142
Appeals/Grievances	0	2	0	0	2
Billings/Claims	3	0	1	0	4
Fraud/Abuse	1	2	10	8	21
Quality of Care	0	0	0	0	0
LTC/LTCI					
Enrollment/Eligibility Assistance	1	3	0	2	6
Billings/Claims	0	0	0	3	3
LTC Partnership	0	0	0	0	0
Appeal/Greivances	0	0	0	0	0
Fraud/Abuse	0	0	0	0	0
Other LTC	0	0	0	3	3
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	34	52	41	21	148
Benefit Explanation	35	54	39	22	150
Appeals/Grievances	0	0	0	0	0
Billings/Claims	1	0	0	1	2
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	1	6	1	0	8
Quality of Care	0	0	0	0	0
Plan Comparison	0	0	0	1	1
Marketing/Sales Complaints/Issues	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	35	49	47	20	151
Benefit Explanation	37	50	45	22	154
Appeals/Grievances	1	3	0	1	5
Billings/Claims	5	2	0	1	8
Fraud/Abuse	0	0	0	0	0
Coverage Changes/Disenrollment	1	4	2	2	9
Plan Non Renewal	0	2	0	0	2
Plan Comparison	0	0	2	1	3
Enrollment/Enrollment Asistance	0	0	2	1	3
Quality of Care	0	0	1	0	1
Marketing/Sales Complaints or Issues	0	0	0	0	0
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	0	5	2	1	8
Medi-Cal Application Assistance	0	0	1	1	2

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	Topics/Needs Discussed				TOTAL
	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	
MSP Screening (QMB, SLMB, Q-1)	1	2	6	6	15
MSP Application Assistance	0	0	9	4	13
Medi-Cal/QMB Claims	0	0	3	0	3
Fraud/Abuse	0	0	0	0	0
Other	25	24	13	6	68
Other					
Employer/Federal Health Benefits (FEHB)	21	11	9	5	46
Military Benefits	0	5	1	3	9
COBRA	1	3	3	0	7
Mental Health Topics	0	0	0	1	1
Fraud/Abuse	0	0	0	0	0
Other Health Insurance	0	0	0	1	1
Other	8	1	1	1	11
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	0	36	26	62
Eligibility/Screening	42	71	54	22	189
Plan Comparison	37	62	39	13	151
Enrollment/Anrollment Assistance	11	21	10	1	43
Billings/Claims	1	0	0	0	1
Coverage Changes	1	3	1	0	5
Re-enrollment	0	0	1	1	2
Disenrollment	0	1	1	0	2
TROOP	1	0	1	0	2
Other	20	18	9	4	51
LIS / Extra Help					
Eligibility / Screening	18	19	4	1	42
Benefit Explanation	0	0	2	0	2
Application Assistance	13	13	2	1	29
Claims/Billings	0	0	0	0	0
Appeals / Grievances	0	0	0	0	0
Other Prescription Drug CoveragePlans					
Union/employer	0	0	0	0	0
PPARx	1	0	0	1	2
Military Drug Benefit	0	0	0	0	0
Manufacturer Program	1	2	0	0	3
Other	0	2	0	1	3
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	2	3	2	0	7
Lag Time	2	1	0	0	3
Multiple Enrollment	0	0	0	0	0
Poor Training of Agents	0	0	0	0	0
Poor Training of CSR	0	0	0	0	0

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	Topics/Needs Discussed				TOTAL
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	
Fraud/Abuse	0	0	0	0	0
Marketing Fraud/Abuse	0	0	0	0	0
Agent fraud/abuse	0	0	0	0	0
Formulary problems/changes	1	0	0	0	1
Dosage problem	0	0	0	0	0
Data problems	3	2	1	0	6
Delay in medications	2	0	0	0	2
Incorrect Co-Pay/Can't Afford Co-Pay	1	0	0	0	1
Client reached donut hole	2	0	0	0	2
SSA Premium withheld	0	0	0	0	0
Appeals/Grievances	0	0	0	0	0
Quality of Care	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
HICAP Legal Services					
Referrals to HICAP Legal	0	0	0	0	0
Legal Clients Served	0	0	0	0	0
Cases Opened	0	0	0	0	0
Cases Closed	0	0	0	0	0
Favorable Closed Case Results	0	0	0	0	0
Client Representation Hours	0	0	0	0	0
Consultation to Program Hours	0	0	0	0	0
HICAP Legal Clients that Saved	0	0	0	0	0
Estimated Financial Savings	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

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Complaints Filed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Part D Complaints Filed					
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
Part D Plan:	1	0	0	0	1
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	1	0	1	0	2
Other:	1	2	2	1	6
TOTAL MEDICARE PART D COMPLAINTS	3	2	3	1	9
 All Other Complaints					
APS :	0	0	0	0	0
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
QIO:	0	0	0	0	0
SMP:	0	0	0	0	0
Other:	0	0	0	0	0
TOTAL ALL OTHER COMPLAINTS	0	0	0	0	0
 800 Medicare Line Issues					
Total number of Calls with Issues	4	1	1	1	7
Total duration of calls	0.30	0.15	0.30	0.20	0.95